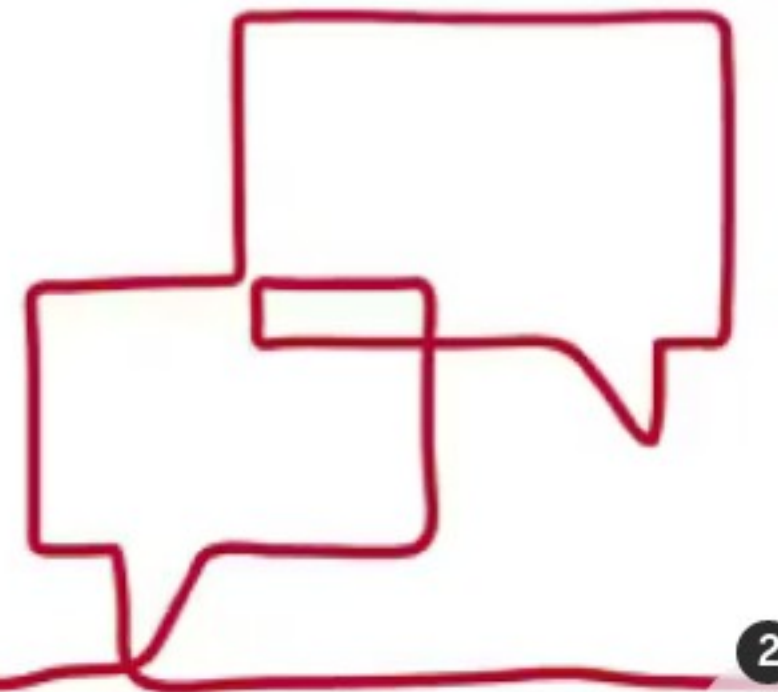


St
Martin
in
the
Fields

**Frontline
Network**

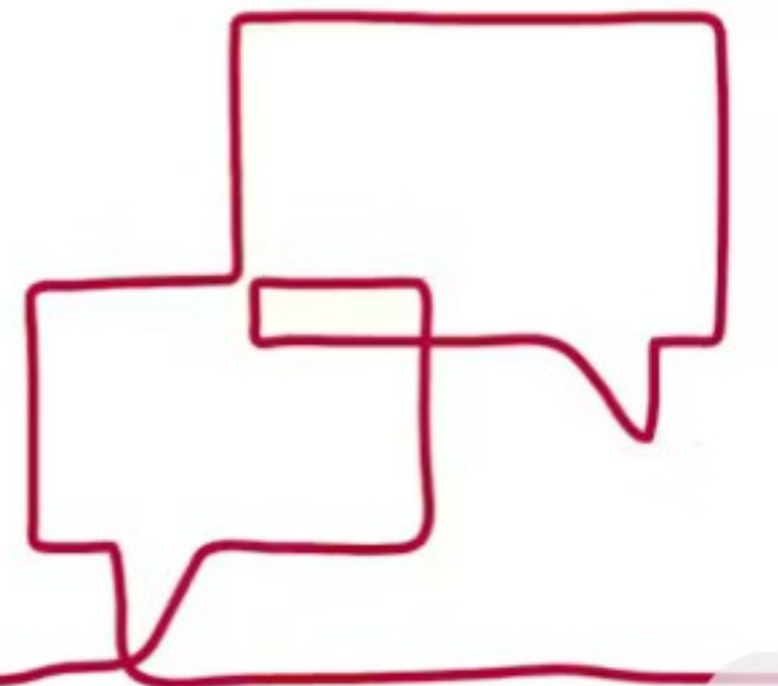
Frontline Network Annual Conference 2024

Empowering frontline workers across the UK



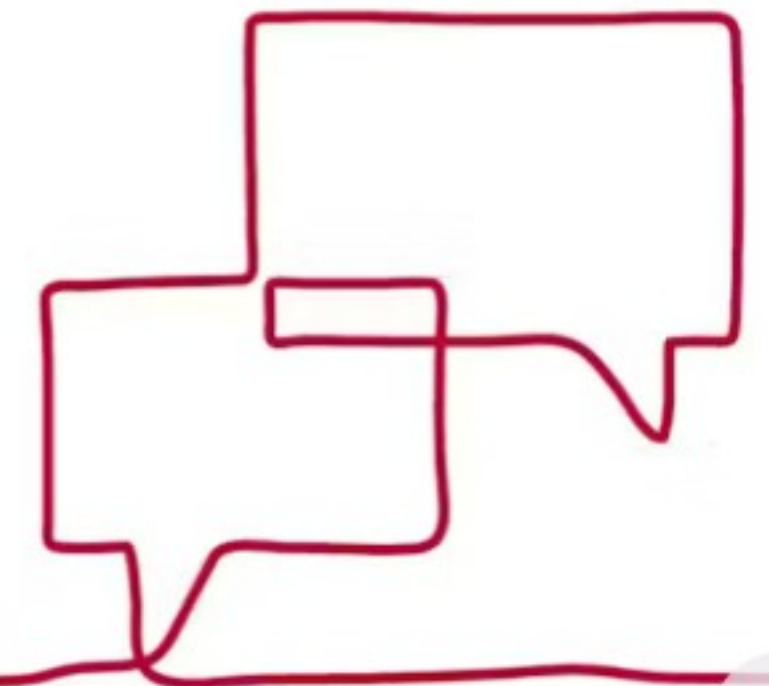
Today's event

- Join for one session or the whole day!
- All sessions are being recorded as webinars and will be shared afterwards via our website
- Throughout the day, please get involved:
 - Share comments and questions via the **Chat and Q&A box**
 - Join the conversation on **Twitter**
@SMITF_frontline #StrenghtInCommunity



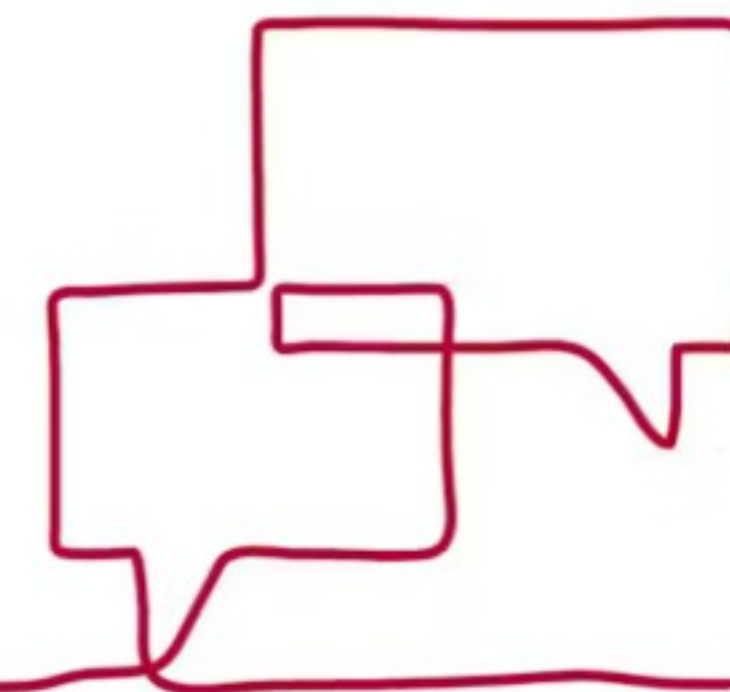
Our schedule - morning

| Time | Session |
|---------------|--|
| 10:00 – 11:30 | Welcome Session and Roundtable Discussion |
| 11:30 – 11:45 | <i>Break</i> |
| 11:45 – 13:00 | a) Health Inclusion and Exclusion Roundtable |
| | b) Accessing Legal Advice for people experiencing Homelessness |
| | c) Universal Credit Managed Migration and Beyond |
| 13:00 – 13:45 | <i>Break</i> |



Our schedule - afternoon

| Time | Session |
|---------------|--|
| 13:45 – 14:00 | Wellbeing Roundtable |
| 14:45 – 15:00 | <i>Break</i> |
| 15:00- 16:15 | a) The Impact of Inequality on Mental Health and Housing; MAC-UK's approach to working across multiple systems |
| | b) Children and Families in Temporary Accommodation |
| | c) Understanding Hoarding |
| | d) System Leadership with MEAM (Making Every Adult Matter) |
| 16:15 | <i>Finish</i> |



Instructions



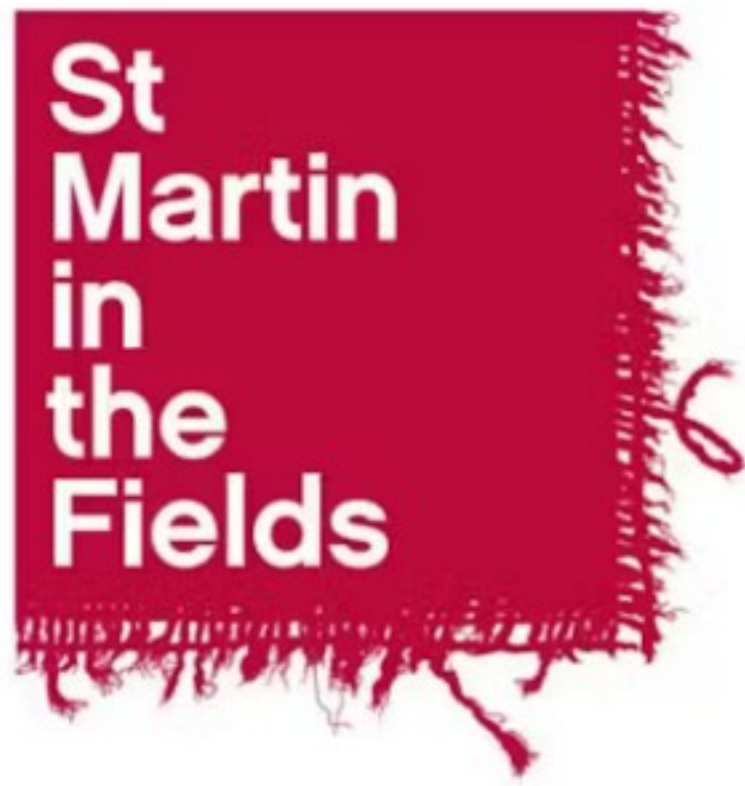
St
Martin
in
the
Fields

**Frontline
Network**

An update from St Martin-in-the-Fields Charity

Activities; Impact; Plans





Frontline Network

We support workers from the public, statutory and voluntary sectors across the UK, working on the frontline with people experiencing homelessness.



Funding



Community



Resources

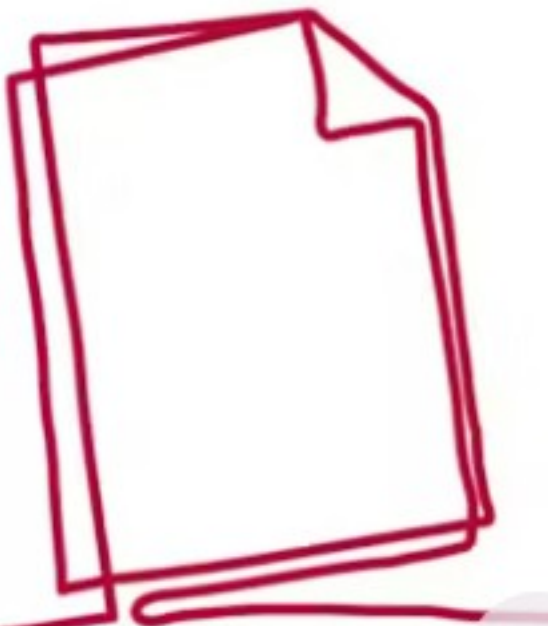
Local Networks

- [Cyrenians](#) - Scottish Frontline Network and All in For Change
- [Cymorth Cymru](#) - Frontline Network Wales
- [Homeless Connect](#) - Northern Ireland Frontline Network
- [Justlife](#) - Brighton and Hove Frontline Network
- [Praxis](#) - Pan-London Migrant Frontline Network
- [Streetlife Trust](#) - Blackpool, Wyre and Fylde Frontline Network
- [Coventry Citizens Advice](#) - Coventry Frontline Network
- [Basis Yorkshire](#) in partnership with [Together Women](#) and [Leeds Women's Aid](#) - Leeds Women's Homelessness and Housing Frontline Network



Us and Updates

- Vision: Everyone has a safe place to call home and access to the support they need.
- Mission: We enable frontline workers and those they support, to work together to find and keep a safe place to live.
- Leadership
- Growth
- Grant-making
- Innovation



Our theory of change

Our vision is that everyone has a safe place to call home and the support they need

Our goal is that homelessness is prevented. When it does occur, people receive the best possible support that enables them to secure and keep a safe place to live

Learning:
Funding is Learning-led

- Emerging Practice is Identified
- Promising Practice has an opportunity to be tested properly
- Learning-based practice is supported to scale

Effectiveness:
People experiencing homelessness are able to access effective support

- More frontline workers have the skills and knowledge to deliver services that work
- Organisations have improved retention of their frontline staff
- Increased opportunities to share knowledge about what works are created

Influencing:
There is greater support for solutions to homelessness

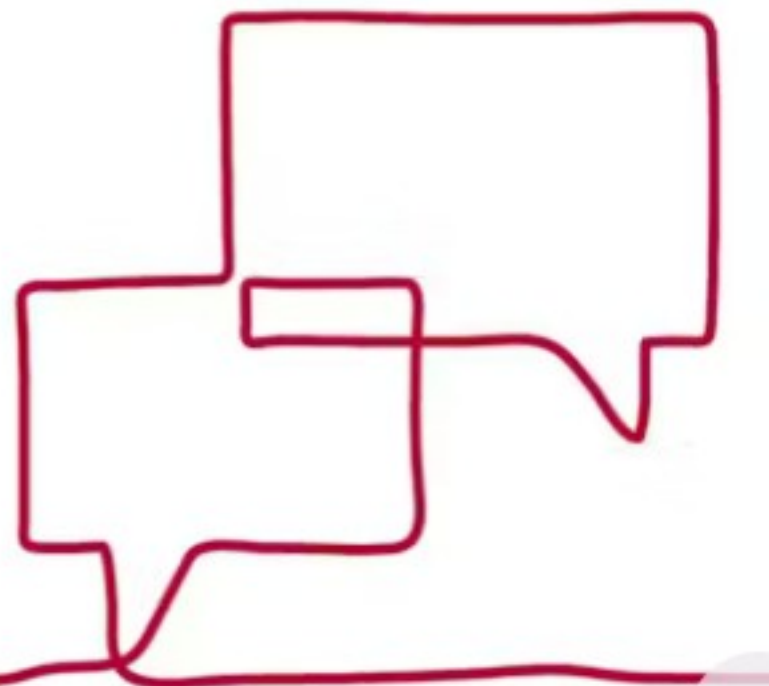
- The public is aware of what homelessness is and supports solutions to it
- Funders are aware of and support effective responses to homelessness
- Local and national decisionmakers are aware of solutions to homelessness and act on this knowledge

Training Programme

We listened, learned, and are now doing more of what you asked...

- 1. Outsourced training:** Last year we offered more than 6x than previous year, on e.g.:
 - PIE
 - Immigration
 - Housing legislation
 - Welfare benefits
- 2. Subsidising a Level 3 accredited training** with Homeless Link and the Chartered Institute of Housing
- 3. Training Fund** group upper limit increased to £1,500; individual grants up to £500

And still looking at other ways to increase reach and support more staff to access more and better free training – just tell us what!



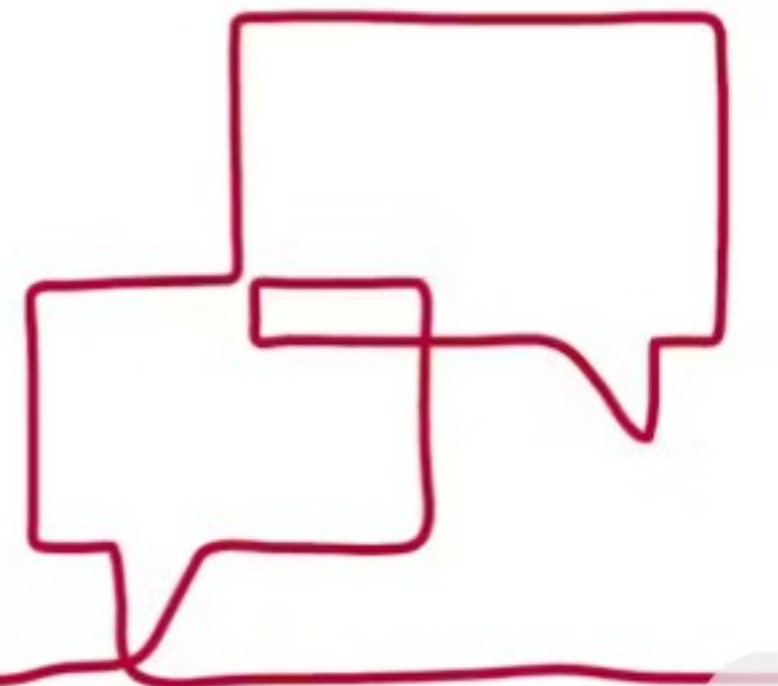
If there is one training we could provide for you what would it be?

58 responses



Menti Question

If there was one training we could provide for you, what would that be?

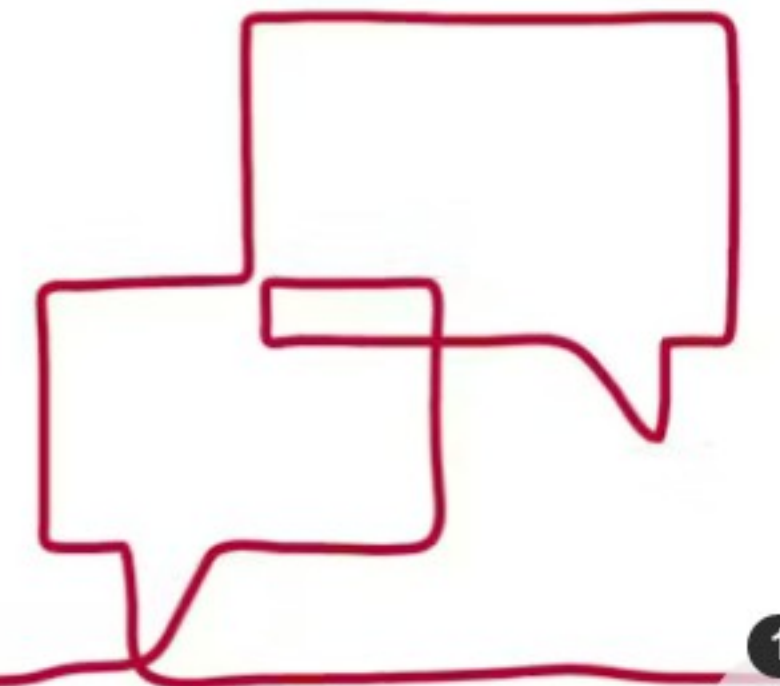


Frontline Worker Survey 2024

- The 7th annual UK-wide survey of frontline workers supporting people experiencing homelessness.
- Hot off the press!
- 4 week data collection in Jan-Feb; 1050 respondents from charities, LAs and beyond across all 4 nations



“My reflections on the findings are how great it is that we have the information, how depressing it is, and how much it resonates with what we’re hearing on the ground here”.



Headlines: People experiencing homelessness

Increased demand for services:

- 83% of FLWs said that there was an increased demand for the homelessness service that they work in during the 12 months prior to January 2024
- 89% of respondents are supporting people who are at risk of rent arrears, with 89% at risk of eviction;
- 85.9% of frontline workers are supporting individuals who are currently sleeping rough

Fewer housing options:

- 88% of frontline workers reported that it was difficult or very difficult to obtain private rented accommodation for the people they support
- 47% (up from 33% in 2022) said their ability to prevent homelessness had decreased

Suitability of housing:

- 92% of respondents said that they found it difficult or very difficult to obtain 'suitable' housing for the people they are supporting



Headlines: Impact on frontline workers

Wider economic impact:

- 52% said that they were struggling to pay their bills at least some of the time
- 44% said that they struggled to pay their housing costs at least some of the time
- 47% found themselves spending their own money on work related costs at least sometimes
- Only 47% of frontline workers reported feeling secure in their jobs

Cumulative stressors and impact on frontline wellbeing:

- 51% of workers said that they always or often feel at risk of burnout and a further 29% said they sometimes feel this way, a total of 80% of frontline workers
- 64% of frontline workers feel that their role has a negative impact on their wellbeing (up from 58% in 2022)



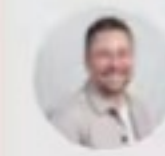
4 nation roundtable discussion

The state we're in...and where do we go from here?

...responding to some of the key issues frontline staff across the UK have raised in our most recent Frontline Worker annual survey

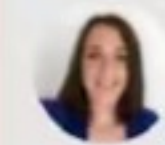
...and discuss ways we can collectively support one another and act for change.

About The Speakers



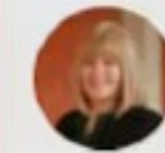
Peter Smith

Director of Sector Development,
Homeless Link



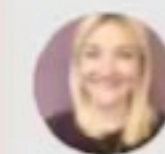
Katie Dalton

Director, Cymorth Cymru



Nicola McCrudden

CEO, Homeless Connect



Michelle Major

Impact Lead, Homeless Network
Scotland



**Frontline
Network**

